IT’S ALL ABOUT YOU
That’s why we’re here.
We Welcome You

It’s All About You

Receiving a diagnosis of cancer and thinking about the prospect of treatment can be overwhelming. We’ve created this booklet to provide you with some helpful information and a way to keep track of your care. We encourage you to make this booklet your own—use it as much, or as little, as you need. We hope you will find some helpful tools and information that, along with the support of the doctors, nurses and staff of Norris Cotton Cancer Center (NCCC), will help ease your personal journey.

Follow Your Care

Use this booklet to follow your care at the Norris Cotton Cancer Center from diagnosis, through treatment, and after your treatment is completed. Six divided sections provide information and forms for you to use. Save your providers’ contact information, keep track of your appointments, jot down concerns or questions, and record instructions. You’ll also find information on resources available to you at NCCC and in the community, and a place to keep brochures and flyers together.
Welcome to Norris Cotton Cancer Center.

You have chosen one of the nation’s foremost cancer institutions for your care. We are one of only 41 cancer centers nationwide who have received the National Cancer Institute’s highest level of recognition.

I often hear from patients about their personal cancer journeys. The road you travel can be challenging and confusing. Cancer care frequently involves a team of specialists, a series of appointments, and unfamiliar terminology. We are constantly looking for ways to help you track your progress and understand your treatment better.

While we are proud of our contributions to cancer science nationally and internationally, our primary mission is compassionate care for your individual needs. Exceptional medical care and supporting you and your family through treatment is our highest concern.

Sincerely,

Mark Israel, MD
Director, Norris Cotton Cancer Center
Dartmouth-Hitchcock Medical Center
Geisel School of Medicine
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2. Welcome to Norris Cotton Cancer Center Letter

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MY CARE TEAM

You are not alone. Your care team at Norris Cotton Cancer Center includes doctors and nurses who are experts in your cancer. Your team also includes specialists who provide symptom management and support, such as advanced practice nurses, physical therapists, palliative care providers, and resource specialists. Keep track of your care team in this section.
My Care Team

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<thead>
<tr>
<th>Title</th>
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<tr>
<td>Advanced Practice Registered Nurse</td>
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<td>Continuing Care Coordinator/MSW</td>
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<td>Medical Oncologist</td>
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My Care Team – Descriptions

Norris Cotton Cancer Center has multidisciplinary teams of skilled specialists – doctors, cancer researchers, and other professionals – committed to providing the best possible care and support to you and your family.

Below is a list of specialists and their primary functions.

- **APRN**: (Advanced Practice Registered Nurse): Has advanced training in the ability to manage illnesses, prescribe medications, and provide support to the other members of your medical team.

- **Inpatient RN**: A registered nurse who cares for patients admitted to the NCCC Inpatient Medical Hematology/Oncology Unit and administers prescribed therapies including chemotherapy, hydration, blood products, and supportive care medications.

- **Infusion RN**: A registered nurse who cares for patients in the NCCC Infusion Suite and administers prescribed therapies including chemotherapy, hydration, blood products, and supportive care medications.

- **Blood and Marrow Transplant (BMT) Nurse Coordinators**: A registered nurse who is specialized in the care of patients preparing to receive a stem cell transplant. This nurse works with your doctor and the rest of the care team to coordinate the details of your transplant, including your schedule of visits.

- **Clinical Secretary**: The secretary who answers the phone when you call your doctor’s office. She will coordinate all of your office visits and any tests your provider requests.

- **Clinical Triage Nurse Coordinator**: A registered nurse who works with the clinical team to help you manage the symptoms associated with your treatment and assure coordinated care during your treatment. You may meet with this nurse during your clinic visit or speak with her on the telephone.

- **Continuing Care Manager/MSW**: Meets with you and your family to assess psychosocial needs. Once these needs are identified, the Continuing Care Manager provides assistance and resources in managing insurance, finances, transportation, lodging, smoking cessation and emotional adjustment. Your Continuing Care Manager is available to you and your family during and after treatment for support with any ongoing issues.

- **Fellows**: Hematology / Oncology Fellows have completed all training to be board-certified internal medicine physicians and are now obtaining additional training to become specialists in oncology and hematology. Most spend 3 years at DHMC and an integral part of our teams.

- **Interventional Radiologist**: As a result of cancer treatment, you may experience swallowing difficulties. If you are unable to take a sufficient amount of nutrition and fluids by mouth to allow proper healing of your tissues, you may choose to have a temporary feeding tube placed directly into the stomach. This allows you to receive adequate nutrition while the treated area heals. Specialists in Interventional Radiology place the tube and registered dieticians monitor the nutrients.

*continued on next page*
My Care Team – Descriptions (continued)

- **LNA**: Licensed Nursing Assistant.
- **LPN**: Licensed Practical Nurse.
- **Medical Oncologist**: There are various types of cancer treatments. A Medical Oncologist is a doctor who treats cancer with chemotherapy and other medications.
- **Medical Hematologist**: A Medical Hematologist is a doctor who treats cancers and non-cancerous diseases of the blood.
- **Palliative Care Specialist**: A doctor or nurse focused on the comfort of patients throughout their treatment. These specialists are experts in managing symptoms such as pain, but they also deal with the spiritual, emotional, and social aspects of life for patients and their families.
- **Pathologist**: A doctor who specializes in diagnosing diseases by examining tissue, blood, and body fluids using sophisticated laboratory techniques. When planning your treatment, it is important that the type and extent of your cancer is properly evaluated.
- **Physical Therapist**: Cancer treatment may lead to changes in your ability to do certain physical activities. A physical therapist is a medical professional who is trained in the use of physical treatments, such as exercise and massage. A physical therapist helps you regain strength and range of activities using manual therapies, exercises and education. **In-patient** physical therapists see you after surgery and focus on getting you up and moving again so you can return home safely. **Out-patient** physical therapists focus more on head and neck exercises.
- **Radiation Oncologist**: A doctor who specializes in the use of radiation therapies to treat cancer.
- **Radiologist**: A doctor who performs and reads x-rays, CTs, MRIs, and PET scans. These images help the other members of your team evaluate the extent of your cancer and make an individualized treatment plan.

- **Registered Dietician**: A diagnosis of cancer places a patient at high nutritional risk. You may experience problems with eating prior to the start of treatment, during treatment and following therapy. Dieticians see patients regularly at the Cancer Center to assist in the management of weight loss, taste changes, nausea, dry mouth and bowel irregularities. Dieticians also help to manage and support patients who require feeding tubes. Questions related to the formulas placed into the feeding tubes should be addressed to the dietician.
- **Research Nurse**: A registered nurse who is specialized in the management of patients on clinical research studies. This nurse works with the care team to identify patients who may be eligible for clinical trials and assures regulatory and ethical compliance to the study for patients who do enroll.
- **Surgical Coordinator**: Schedules surgeries, coordinates anesthesia consults and pre-admission testing.
Contact Us

Cancer Help Line
Toll-free cancer information line:
Phone: (800) 639-6918
Email: cancerhelp@dartmouth.edu

☐ Clinical Cancer Care
☐ Blood & Marrow Transplants:
   (603) 650-4628 / (603) 650-6432
☐ Breast Cancer (603) 653-3500
☐ Clinical Trials (603) 653-3411
☐ Endocrine Tumors (603) 650-8630

☐ Familial Cancer Program (603) 653-3541
☐ Gastrointestinal Cancer (603) 650-9474
☐ Genitourinary/Prostate Cancer (603) 650-5091
☐ Gynecologic Cancer (603) 653-3525
☐ Head & Neck Cancers (603) 650-8123
☐ Hematology/Oncology (603) 650-5529

☐ Hemophilia & Thrombosis Center (603) 650-5486
☐ Infusion Suite (603) 650-5640
☐ Leukemia & Lymphoma Program (603) 650-5529
☐ Lung/Esophageal/Thoracic Cancer (603) 650-6344
☐ Melanoma/Skin Cancers (603) 650-5534
☐ Neuro-Oncology/Brain Tumors (603) 650-6312
☐ Palliative Care Program (603) 650-5402

☐ Patient & Family Services (603) 650-7751
☐ Pediatric Cancers (603) 650-5541
☐ Radiation Oncology (603) 650-6600
☐ Rehabilitation Medicine (603) 650-5978
☐ Shared Decision Making (603) 650-5578
☐ Surgical Oncology (603) 650-7903; (603) 650-9479
☐ Survivor Program (603) 650-6344

Norris Cotton Cancer Center
Dartmouth-Hitchcock Medical Center
One Medical Center Drive
Lebanon, NH 03756
(603) 650-4344

Norris Cotton Cancer Center – Keene
Cheshire Medical Center
Kingsbury Pavilion
580-590 Court Street
Keene, NH 03431
(603) 354-5400

Norris Cotton Cancer Center – Manchester
Catholic Medical Center
Notre Dame Pavilion, 4th Floor
87 McGregor Street
Manchester, NH 03102
(603) 629-1828

Norris Cotton Cancer Center – Nashua
2300 Southwood Drive
Nashua, NH 03063
(603) 577-4170

Norris Cotton Cancer Center – Saint Johnsbury
1080 Hospital Drive
PO Box 468
St. Johnsbury, VT 05819
(802) 473-4100
MY TREATMENT JOURNEY

Your journey through cancer diagnosis and treatment will be unique. Use this section to record the information that you, your caregivers, and your providers feel is important. You may want to record your treatment plan or clinical trial as well as keep track of important dates in this section.
My Treatment Plan

Type of Cancer: _____________________________ Stage: ________________

Tests I have had or need: ____________________________________________

Surgery Plan

Name of surgeon: ________________________________
Type of surgery: __________________________________
Date of surgery: __________________________________
Date of follow-up: ____________________________________

Radiation Therapy Plan

Name of radiation oncologist: _____________________________
Name of nurse: ________________________________
Date of simulation: __________________________________
Date starting radiation therapy: ___________________________
Frequency/length of treatment: ___________________________
Total radiation dose: ___________________________
Weekly physician visit (day/time): _______________________

Medical Oncology Plan

Name of medical oncologist: _____________________________
Name of advanced practice nurse: __________________________
Date starting chemotherapy: ___________________________
Chemotherapy schedule: ___________________________

Clinical Trial Plan

Name of trial: _____________________________
Name of clinical research coordinator: __________________________
Date starting clinical trial: ___________________________
SYMPTOMS OF SELF-CARE

Managing symptoms and alleviating side effects are important to your recovery and well-being. In this section you'll find general information on side effects, self-monitoring, and when to call your doctor or nurse about your symptoms. Your providers may give you additional information on symptoms or side effects related to a particular procedure or therapy.
When to Call My Care Team

The following list includes many, but not all, of the most urgent symptoms you might experience. Call your Care Team RIGHT AWAY if you experience any of these as a new symptom. Always call if you have serious concerns about any symptom.

My Care Team Contact Number: _________________________
Monday-Friday 8am-5pm
After 5pm or on weekends and holidays, contact the on-call fellow by dialing the hospital operator at (603) 650-5000.

CALL IF YOU EXPERIENCE:

☐ Fever of 38°C/100.4°F or higher. (Do not take medicine to lower your temperature unless your Care Team tells you it is OK.)
☐ Shaking chills with or without fever
☐ Difficulty breathing – different from your normal breathing
☐ New or uncontrolled pain anywhere
☐ Inability to keep fluids down
☐ Bleeding
☐ Chest pain or palpitations
☐ Fluttering in the chest (may feel like “butterflies”)
☐ Swelling of the legs, arms or face
☐ Sudden change in vision
☐ Seizure
☐ Changes in your bowel pattern, with or without abdominal pain (more than 3 loose stools per day, or no stool for 2 days)
☐ Sudden change in your ability to speak

CALL IF YOU EXPERIENCE IV CATHETER PROBLEMS:

☐ Redness, swelling, discharge, or pain at the IV (intravenous) catheter or Mediport site, or leaking around the catheter
☐ Catheter has been pulled out
☐ Difficulty flushing catheter
Symptoms and Side Effects

There are symptoms and side effects you need to tell your doctor or nurse about. The following information includes tips about dealing with some of the most common side effects arising from cancer treatments and when it is appropriate to call your doctor or nurse.

Pay attention to your symptoms every day. In some cases, you should call your doctor RIGHT AWAY. Be sure to bring all of your Symptom Records to your office visits so your doctor and/or nurse can review them.

❖ APPETITE LOSS
Loss of appetite is a common side effect of cancer and its treatment (chemotherapy and radiation therapy).

Tips for dealing with loss of appetite:
- Eat small, frequent meals and include your favorite foods.
- Add snacks in between meals or add a milkshake for added nutritional benefit.
- Try light exercise one hour before meals.
- Vary your diet.
- Consider Meals on Wheels or other community programs.

Call your provider if you are eating half or less of what you usually eat for more than a week.

❖ BLADDER AND KIDNEY
Your bladder and kidney can be irritated or damaged by some chemotherapy drugs.

Tips for dealing with bladder or kidney problems:
- Drink at least one to two quarts of non-caffeinated, non-alcoholic fluids a day, unless otherwise instructed by your provider.
  - Examples of fluids include: water, juice, de-caffeinated coffee and tea, de-caffeinated soft drinks, popsicles, jello, yogurt, broth, and ice cream.
  - See the Chemotherapy and You handbook for more fluid choices.

Call your provider if you develop any of the following symptoms:
- Pain or burning when you urinate, or frequent urination
- Change in color or odor of urine
- Blood in urine
- Change in the amount you urinate
- Change in the number of times you urinate
- Loss of bladder control
- Lower back pain
**BREATHING**

If the lungs cannot take in enough air, you may have trouble breathing. This can result from a variety of causes, including side effects of chemotherapy or radiation therapy, stress, pain, and other reasons.

**Tips for coping with breathing problems:**
- Remain calm.
- Elevate the head to 45° angle by raising bed or using pillows; do not lie flat.
- Take the prescribed medication for breathing difficulty, including oxygen if ordered by your provider.

**Call your provider RIGHT AWAY or call 911 if you are experiencing any of the following:**
- Shortness of breath
- Hard time breathing
- Change in breathing (faster or slower, deeper breaths or more shallow breaths)
- Pain in your chest
- Cough
- Change or increase in sputum (note the color, thickness/thinness, odor and amount of sputum)

**CONSTIPATION**

Constipation may cause cramping, bloating, loss of appetite, stomach or back pain and nausea. Surgery, inactivity, a change in eating or drinking habits, and some medications may cause constipation.

**Tips for preventing constipation:**
- Keep a record of your bowel movements daily.
- Drink at least one or two quarts of non-caffeinated, non-alcoholic fluids a day, unless otherwise instructed by your provider.
- Exercise regularly—talk to your doctor about how much is right for you.
- Eat a well-balanced high fiber diet.
- Take the prescribed/over-the-counter medications indicated by your provider.
- **Only use suppositories or enemas during chemotherapy treatment if prescribed by your provider.**

**Call your provider if you develop any of the following symptoms:**
- No bowel movements for two to three days over your usual routine, including abdominal pain or cramping
- Pain or discomfort when passing stool
**DIARRHEA**

Diarrhea is three or more watery stools in a 24-hour period. It can be caused by infections, some medications and treatments, or tension and stress that can result in weakness, dizziness, thirst or decreased urine output.

**Tips for combating diarrhea:**
- Keep a record of your stools.
- Drink at least one or two quarts of non-caffeinated, non-alcoholic fluids a day, unless otherwise instructed by your provider.
- Eat small, frequent meals.
  - Avoid eating hot or very cold liquids
  - Avoid eating fried, fatty or greasy foods
  - Avoid dairy products
  - Avoid carbonated fluids
  - Try the “BRAT” diet – bananas, rice, applesauce & toast
- Anxiety or worrying can make your diarrhea worse.
- DO NOT take anti-diarrheal medication without checking with your provider.

**Call your provider if you develop:**
- Three watery or loose stools in a 24 hour period.
- See Dehydration Signs and Symptoms.

**DEHYDRATION**

The symptoms of dehydration include: dry mouth, skin appearing loose or “crinkled”, thick saliva, little or no urine, & dark-colored urine. Severe dehydration can cause confusion, and dizziness or feeling faint when changing position. It can be caused by vomiting, diarrhea, poor fluid intake, fever and infections, and bleeding.

**Tips for dealing with dehydration:**
- Drink at least one to two quarts of non-caffeinated, non-alcoholic fluids a day, unless otherwise instructed by your provider.
- Continuously replenish fluids by carrying a water bottle to sip on or sucking ice chips throughout the day.
- Take your medications to prevent nausea, vomiting and diarrhea.

**Call your provider if you develop:**
- Any of the above symptoms, including the inability to drink or keep fluids down for 12 hours.
❖ EYES
Call your provider if any of these symptoms start suddenly or do not go away:
- Tenderness
- Swelling
- Dryness
- Discharge
- Change in vision

❖ CANCER-RELATED FATIGUE
Cancer and medical treatments such as chemotherapy, radiation therapy and surgery can cause fatigue. Cancer-related fatigue can cause you to feel weak and lose interest in people and daily activities. Symptoms may be physical, psychological, or emotional. Your tiredness is not related to physical activity or how well you did or did not sleep.

Tips for dealing with cancer-related fatigue:
- Exercise daily—talk to your doctor about how much is right for you.
  - Group daily activities at a time of day when you have the most energy. Take short walks or do any form of light exercise daily.
- Get plenty of rest.
- Keep a regular daily routine that is reasonable.
- Drink plenty of fluids.
- Eat well-balanced meals.

Call your provider if you develop any of the following symptoms:
- Weariness or exhaustion, and/or inability to get out of bed for 24 hours.
- Difficulty completing normal activities, such as eating or shopping.
- Feelings of inability to cope with life, stress or daily tasks.

❖ FEVER
Fever is a sign of infection. Cancer treatments, such as chemotherapy and surgery, can make you susceptible to infection. You will need an oral digital thermometer for home use. Any oral temperature greater than 100.4° F is considered a fever.

Take your temperature twice per day (unless otherwise directed by your physician) AND any time you feel chilled, hot or sick.

Call your provider RIGHT AWAY:
- If your fever is 100.4° F or higher. DO NOT TAKE MEDICINE TO LOWER YOUR TEMPERATURE UNLESS YOUR DOCTOR TELLS YOU IT IS OK.
- If you are having shaking chills and/or any signs and symptoms of infection, such as diarrhea, cough, painful urination, etc.
HAIR LOSS
Some people experience hair loss (or mild thinning of the hair) from taking certain chemotherapy medications. This may occur 2-3 weeks after the start of your treatment. Hair loss is temporary and almost always begins to grow back approximately 3 months after chemotherapy is completed, though your hair may be a different color or texture.

Tips for dealing with hair loss:
- Use mild shampoos.
- Use a soft-bristle hairbrush.
- Don’t dye your hair or get a permanent.
- Cut your hair short.
- Protect your scalp from the sun using sun block, a hat, or wig.

HEART AND CIRCULATION
Some chemotherapy medications may affect your heart and circulatory system.

Call your provider RIGHT AWAY if you experience any of the following:
- Chest pain
- Sudden onset of shortness of breath or difficulty breathing
- Heart palpitations
- Fluttering (may feel like “butterflies” in the chest)
- Irregular heart beat or rhythm
- Swelling of the hands or feet

IV (INTRAVENOUS) CATHETER OR MEDIPORT SITE
Usually chemotherapy medications are administered through an IV route. IVs can be inserted into veins in the arms or through a device implanted into the large vein in the chest wall. These sites may pose a risk to infection and must be monitored carefully.

Call your provider RIGHT AWAY if you experience any of the following:
- Redness
- Pain
- Swelling
- Discharge
- Tenderness
- Leaking catheter
- Catheter has accidentally been pulled out
- Difficulty flushing catheter
LOW RED BLOOD CELL COUNT (ANEMIA)
Low–Normal range for hemoglobin is 11.2-15.7; hematocrit is 34-45. Low hemoglobin count is 8.0 or less. Red blood cells are cells made in the bone marrow that are made up of hemoglobin and hematocrit. Hemoglobin is part of the red blood cell made up of iron that carries oxygen through the bloodstream. Hematocrit makes up the rest of the red blood cell. When these cells are low, you are anemic.

Signs of anemia:
- Increased weakness and tired sensation
- Increased shortness of breath/winded with activity or at rest
- Chest pain, fast heartbeat with or without activity
- Unable to carry out your usual Activities of Daily Living (ADLs)
- Dizziness or lightheadedness when you change positions quickly
- Skin may be paler than normal

Tips for dealing with signs of anemia:
- Plan rest periods to save energy/Get enough rest and sleep.
- Take offered help from family/friends with meals and housework.
- Plan consistent periods of active exercise – i.e. short walks.
- Get up slowly from lying or sitting, bend over slowly.
- Your provider will decide if you need any medications or blood transfusions.

Call your provider RIGHT AWAY if you experience any of the following:
- Dizzy/lightheaded, fainting feeling when changing positions
- More short of breath than usual at rest or with activity
- Fast heartbeat with or without activity
- Chest pain
- Any bleeding – in stool, urine, vaginal, nosebleeds, vomit

LOW PLATELET COUNT
Normal range is 145,000-370,000. Platelets are blood cells in your bone marrow that help your blood clot. When your platelets are low (50,000 or less), you may bleed and/or bruise easily. The blood test that measures the number of platelets in your body is called “platelet count.”

Signs that your platelets are low:
- Bruising
- Purple/red dots on your skin that look like a rash – this is called petechiae
- Bleeding that does not stop easily (nosebleeds, bleeding gums)
- Blood in: urine and/or stool; vomit (coffee ground color); or heavy vaginal bleeding
- Sudden headache, change in vision/speech, weakness on one side of your body, or facial drooping
Tips for dealing with a low platelet count:
- Avoid aspirin or any medication containing aspirin (Ibuprofen, Aleve, Advil, & Naprosyn)
- Floss gently. Use a soft-bristled toothbrush, no toothpicks.
- Protect yourself from cutting or bruising your skin.
- Blow your nose gently.
- Avoid constipation by eating fruits/vegetables, whole grains, and a lot of fluids.
- Use alcohol-free mouth washes.
- Electric razors only.
- Obtain providers approval before having any dental work done.
- Females: Use lubricating jelly, no sexual intercourse if platelet count is less than 50,000.

Call your provider RIGHT AWAY if you experience any of the following:
- A fall or you experience trauma
- A headache, change in level of consciousness, and/or blurred vision, dizzy or lightheadedness
- Nose bleeds, bleeding gums that do not stop after 5 minutes of pressure
- Bruises/Pinpoint-sized clusters of red bumps on any area(s) of the skin – called petechiae
- Blood in urine or stool – blood tarry bowel movements
- Blood in vomit and/or coffee ground colored

❖ LOW WHITE BLOOD CELL COUNT
Normal range is 4.0-10.0 or 4,000-10,000. Absolute Neutrophil count = 500 or less. Neutropenia is a white blood cell count that is less than 5,000. White blood cells are made in the bone marrow; the soft tissue in the center of many of our bones. Their purpose is to fight infection. Chemotherapy, radiation therapy and certain diseases can affect the bone marrow and cause a decrease in the number of white blood cells. When you have a low number of white blood cells, you are prone to infections.

Signs that your White Blood Cells (WBCs) are low:
- WBC less than 5,000
- Fever of 100.4 °F or above
- Discolored nasal or sputum drainage
- Burning on urination, urinary frequency, urgency
- Diarrhea
- Chills, shakes
- Redness and swelling to affected area, IV site, cuts, scrapes
Tips for preventing an infection:

- Monitor temperature at least once daily if you are not feeling well.
- Avoid crowds, people who are sick with the flu, colds, chicken pox, children who have not received the chicken pox vaccine, and other infections or contagious diseases.
- Ask your provider before getting any vaccines.
- Frequent hand washing.
- Brush your teeth with a soft-bristle toothbrush.
- Wash all fruits and vegetables under cold water.
- Protect your skin from cuts and scratches.
- Do not clean up after your pets (litter box or animal cages).
- Avoid gardening or digging in the dirt.
- Avoid fresh flowers.
- Females: Do not use tampons during your menses, no bubble baths or vaginal douches.

Call your provider RIGHT AWAY if you experience any of the following:

- Temperature of 100.4°F or greater, with or without chills/shakes
- New, dry or moist cough raising discolored sputum and/or discolored nasal discharge
- Burning feeling when urinating; cloudy or foul smelling urine
- Diarrhea
- Sore throats, hard time swallowing, white or red patches, discolored drainage
- Skin rash, IV site redness, swelling, tenderness, discharge

❖ LYMPHEDEMA

Lymphedema, or swelling caused by fluid buildup in the soft tissue, can be the result of radiation therapy or surgery. The main symptom of lymphedema is constant swelling in the hand, foot, arm or leg.

Tips for dealing with lymphedema:

- Keep your arm or leg raised above the level of your heart.
- Wash your skin at least once a day and apply lanolin cream.
- Avoid injuries and infection.
- Avoid putting extra pressure on the affected limb.
- Try gentle massage to increase comfort and improve circulation.

Call your provider RIGHT AWAY if you experience any of the following:

- Your arm(s) or leg(s) swells.
- You observe redness.
- You experience pain, heat, or fever.
**MOUTH / THROAT**

Chemotherapy can cause your mouth to be a common source of complications, therefore, daily mouth care is important. A clean mouth may prevent or lessen some complications arising from cancer treatment. Chemotherapy can cause a change in your taste buds.

**Tips for mouth care:**
- Use a soft-bristled toothbrush after eating, avoid using toothpicks, and be gentle using dental floss (avoid flossing if platelets and WBCs are low).
- Rinse your mouth four times a day with an 8 oz. glass of warm water and 1 teaspoon of baking soda.
- For dryness, try sucking on ice chips.
- Use lip moisturizer.
- Avoid commercial mouthwashes that are alcohol-based.
- If you wear dentures, remove them before going to sleep and place them in warm water.
- Avoid citric juices or foods containing citric acid, tomatoes, oranges, lemons.
- Check with your provider before scheduling any dental work.

Call your provider if you develop any of the following symptoms:
- Dryness, soreness, redness, bleeding or painful teeth or gums
- Difficulty eating or swallowing
- White or red patches
- Ulcers (open sores), blisters

**MUSCLES**

Cramps and spasms are painful tightening of the muscles. Dehydration, certain drugs, and various chemical imbalances in the blood can be the cause.

**Tips for coping with leg cramps:**
- Change position often.
- Exercise legs in bed by bending and straightening legs frequently.
- Keep warm.
- Contract the opposite muscle groups if you can.

Call your provider if any of these symptoms start suddenly or do not go away:
- Pain or swelling
- Muscle cramps
- Stiffness
- Difficulty walking or standing
NAUSEA AND VOMITING / STOMACH AND INTESTINES

Chemotherapy can frequently cause nausea and vomiting – DO NOT WAIT to see if the feeling passes. Take your prescribed anti-nausea medications. Some other potential causes of nausea include anxiety, constipation, dehydration, and pain medications.

Classifications:
- **Anticipatory**: nervousness, smells, sights, and sounds trigger nausea and vomiting
- **Acute**: occurs within 24 hours after receiving treatment
- **Delayed (late)**: occurs more than 24 hours after receiving treatment
- **Chronic**: continuous, often related to advanced cancer

Tips for coping with nausea and vomiting:
- Eat small, frequent meals. Avoid foods that are spicy and/or greasy. Eat bland soft foods.
- Eat food cold or at room temperature to avoid triggering smells.
- Eat slowly, and do not force yourself to eat when you feel nauseous.
- Try some form of distraction: listening to music, watching TV, massage, reiki, slow deep breaths or whatever relaxes you.
- Take your prescribed anti-nausea medications on time.
- Drink liquids such as ginger ale and fruit juice, clear soup, and caffeine-free teas.
- Apply cool cloths to your forehead and back of your neck.

Call your provider if you experience any of the following symptoms:
- Nausea/Vomiting not relieved by anti-nausea medications OR if you are unable to keep your medications, food or fluids down
- Vomiting (3 or more times per day or not relieved by medication)
- If you become dizzy or lightheaded
- Blood in your vomit
- Decreased amount or dark colored urine
- Pain or swelling in your abdomen
NEUROLOGICAL
Chemotherapy can cause what is referred to as “chemo brain,” which includes short-term memory loss, lack of recall ability, unable to focus and maintain concentration. This may resolve in the months after chemotherapy completion. Some drugs can cause peripheral neuropathy, a tingling/burning or weakness/numbness in your hands and feet. If these symptoms persist, please notify your provider as you may benefit from seeing a specialist.

Tips for coping with peripheral neuropathy:
• If your fingers are numb, be careful handling sharp, hot or otherwise dangerous objects.
• If your balance is affected, move with care, use handrails, and be sure to use a bath mat in the tub or shower.
• Protect affected areas where sensation is decreased. Wear thick socks and soft-soled shoes.
• Avoid extreme temperature changes.
• Wear warm clothing in cold weather; protect feet and hands from the cold.
• Use gloves when washing dishes, gardening, or cleaning.
• Monitor affected areas daily for cuts, abrasions, sores and burns.

Tips for coping with Memory Loss:
• Keep a journal, diary, lists, or calendar accessible to refer to.
• Try to form a daily routine and stick to it.
• Exercise your memory with crossword puzzles, reading, games, etc.
• Avoid distractions.
• Ask people to repeat themselves.
• Get plenty of sleep.
• Increase your physical activity.

Call your provider if any of the following appear as new symptoms, and they last for more than a few hours:
• When numbness, tingling, burning begins and/or prolonged tingling in feet, toes, hands or fingers (feels like pins and needles).
• Uncontrolled pain
• Difficulty picking up items located on a flat surface, buttoning or unbuttoning clothing
• Headache, dizziness, lightheadedness, loss of balance, or difficulty walking
• Blurred/Change in vision
• Inability to think or speak clearly
• Stiff neck
• Change in wakefulness
**PAIN**

There are many types of medications and ways of relieving pain. You do not have to live with pain as a normal response to cancer.

**Tips for coping with pain:**
- Talk with your provider or nurse about your pain and about alternate methods of relieving pain, such as relaxation, biofeedback, acupuncture, physical therapy, etc.
- Take your pain medication on a regular schedule and do not skip doses.
- If your pain is not relieved, ask your doctor about changing your pain medication.

**Call your provider if you have pain that begins suddenly or does not go away.**
- Be ready to tell your doctor about your pain:
  - When does it happen?
  - Where do you feel it?
  - How long does it last?
  - What causes your pain?
  - What takes the pain away?
- Be able to describe your pain in terms, such as:
  - Burning
  - Throbbing
  - Tingling
  - Shooting

**SEXUAL FUNCTION**

Cancer treatment can cause decreased sexual function. Chemotherapy can reduce the number and mobility of a man’s sperm. This can cause temporary or permanent infertility, but it does not affect sexual intercourse. For women, chemotherapy can affect the ovaries and reduce the amount of hormones they produce.

**Tips for coping with sexual functions:**
- Women may experience menopause symptoms. Vaginal dryness can be relieved using a water-base vaginal lubricant and/or vaginal moisturizer.
- Men should use an effective means of contraception during treatment because chemotherapy can harm sperm cells.
- Because permanent sterility may occur, men may want to bank sperm for future use.

**Call your provider if you:**
- Have questions about preventing vaginal infections, which are more likely during chemotherapy.
- Are considering pregnancy, or becoming pregnant.
SKIN
The cause of skin problems are often unknown, but may be related to medications, IV access, side effects of chemotherapy, and radiation.

Call your provider if you develop any of the following symptoms:
- Redness
- Swelling
- New rash
- Itching
- Bruising
- Soreness
- Tender areas

WEIGHT LOSS / GAIN
Cancer treatment can result in weight changes. Loss of taste, decreased appetite, vomiting, nausea, and diarrhea can cause weight loss. Certain medications, decreased activity, water retention, and increased appetite can cause weight gain.

Tips for coping with weight loss:
**PLEASE READ THE NUTRITION BOOK ENTITLED “EATING HINTS”.
- Drink more fluids.
- Eat high-protein foods.
- Ask your provider or nurse to refer you to a Dietician.

Tips for coping with weight gain:
- Limit fluid and salt if ankles are swollen.
- Limit high-calorie foods.
- Ask your provider or nurse to refer you to a Dietician.

Call your provider if you develop any of the following symptoms:
- Weight loss or gain of more than 2 pounds in one week
- Shortness of breath
- Dizziness
Terminology

You will hear various technical terms used during your diagnosis and treatment for cancer. Some of these are listed here:

- **Biopsy:** A biopsy is a test that involves taking a sample of tissue to see if it contains cancer cells.
- **Chemotherapy:** Treatment using anti-cancer drugs. These may be used alone or in combination to destroy cancer cells or prevent the growth of cancer.
- **Chest X-ray:** An x-ray of the organs and bones inside the chest.
- **Concurrent:** Chemotherapy which is given in combination with radiation therapy.
- **CT Scan (computed tomography scan):** A series of x-ray pictures of a part of the body put together by a computer to give doctors a detailed picture.
- **Endoscope:** A long, flexible, tube with a light is placed into the nose or mouth and down the throat in order to see different parts of the aero-digestive tract.
- **Infusion:** The delivery of a medication to the body through the veins.
- **MRI (magnetic resonance imaging):** A test that uses magnetic technology to produce high quality images of the organs inside of the body.
- **Multidisciplinary or Interdisciplinary:** Involving many specialists working together to decide best treatment for a patient.
- **Neoadjuvant:** Chemotherapy or radiation given before surgery to shrink the tumor so there is a greater chance of its being completely removed.
- **PET Scan (positron emission tomography scan):** An image that shows cell activity in the body. Cancer cells appear brighter in the scan so doctors can see exactly where the cancer is located.
- **Protocol:** A cancer treatment that is tested through a clinical trial. Clinical trials are carefully controlled and monitored in order to improve the ways we diagnose and treat cancer.
- **Tumor Board:** The results of your tests are presented at a Tumor Board meeting, which includes many types of cancer specialists. The doctors make recommendations based on their knowledge and experience, as well as the latest research. Your treatment may require some combination of surgery, chemotherapy, and radiation. Following the presentation of your case at a Tumor Board, your doctor will meet with you and your family to discuss the various options for treatment and arrange the necessary appointments.
Quality of Life

Living with cancer can be challenging. Whether you are newly diagnosed or finishing your treatment, the support you receive is important to the quality of your life. This section contains information on supportive services and programs such as genetic counseling, nutrition services, and survivorship and palliative care service.
Patient & Family Support Services at
Norris Cotton Cancer Center

Patient & Family Support Program
Phone: 800-639-6918 or 603-650-7751
Email: cancersupport@hitchcock.org
Web: www.cancer.dartmouth.edu/support

The Patient & Family Support Program offers free or low cost services and programs to support the well-being of patients and family members. There are services that comfort, help you to relax, or teach useful pointers about living with cancer. Both patients and family caregivers are invited to try Reiki, chair massage, and art projects. The Patient & Family Support Program also offers newly knit hats and shawls, computer access, I Can Cope classes with an American Cancer Society representative and booklets on cancer-related subjects. *Please refer to Patient & Family Support Programs Calendar (reference provided on the Resource page at the back of this booklet)

Support Groups
Phone: 800-639-6918 or 603-650-7751
Cancer Support Groups provide a safe setting for patients, their families and friends to share concerns, learn about resources, find out the newest treatment options and gain support. Each group is run by a member of the Cancer Center’s staff and is free of charge. Support groups are available for many cancers. There are also support groups for family, friends and caregivers. A flyer with support group listings is available in all waiting rooms.

Cancer Help Line
Phone: 800-639-6918 or 603-650-7751
The Cancer Help Line is a resource within the Cancer Center that is available for patients, public, and staff. The Cancer Help Line staff can answer questions about topics such as treatments, support services, clinical trials, and second opinions. The Help Line is staffed from 8:30am – 5pm Monday through Friday, except for holidays. Messages left on voicemail will be returned. You may also contact us by email at: cancerhelp@Dartmouth.edu

Clinical Dietitian and Nutrition Services
Phone: 603-650-9404
Oncology dietitians provide clinical services for cancer patients including nutritional symptom management during chemotherapy and radiation therapy, management of home nutrition support, and guidelines for healthy eating after treatment.
**Flatow Family Resource Room**
This resource room is located on One West, the cancer inpatient unit at DHMC. It is a quiet room with a recliner and a couch. It is also a place where family members can meet with staff. You can find: books on cancer-related topics, magazines and novels, popular movies on VHS; and music on CDs.

Books can be checked out for use within DHMC. Movies and CDs can be used either in the library or in one’s room. There is also a computer with Internet access for patients and family members to use during hospital stays.

**Patient and Family Resource Library**
**Phone: 800-639-6918 or 603-650-7751**
The Patient and Family Resource Library is located adjacent to the Radiation Oncology waiting room (2K). Volunteers can assist you.

The patient library offers books and videos about different cancers, living with cancer, and cancer survivorship. You may sign out items for use at home, or to share with family and friends. There are also booklets and handouts about cancer, how to cope, and classes that we offer. The waiting rooms also has computers with Internet access. Here you can find current information from the National Cancer Institute (NCI), the American Cancer Society and other helpful sites. Any information can be printed to take home with you.

**Health Education Center**
**Phone: 603-650-8710**
The Health Education Center is for patients and their family members, DHMC and Dartmouth staff, and the community to perform the following activities: search for health and wellness information in print and on the web, watch video-based decision aids and other health education materials on DVD players and online, complete computer-based health status questionnaires, find help for connecting your emotional, education, and decision-making needs. The Health Education Center is on the 4th Floor, East Mall. Open Monday-Friday, 8am – 5pm.

**The Mathews-Fuller Health Sciences Library**
The Matthews-Fuller Health Sciences Library is located on Level 5 above the main information desk. It has books, journals, newsletters, and videos on a variety of topics, including cancer-related topics. It has computers to help you find information on many subjects. Librarians can also assist and help you find what you need.
The Dana Biomedical Library on the Dartmouth Medical School Hanover campus also has reference material.

Matthews-Fuller Library
Phone: 603-650-7658
Reference desk: 603-650-7660

Dana Biomedical Library
Phone: 603-650-1658
Reference desk: 603-650-1660
Tobacco Treatment Clinic  
Phone: 603-650-6344 (for information or schedule an appointment)  
The APN CARES (Cancer and Related Events) Clinic is offered by the Advance Practice Nurses of Norris Cotton Cancer Center to address ongoing issues faced by cancer patients. Through the APN CARES Tobacco Treatment Clinic, specially trained tobacco treatment specialists help smokers learn about their unique smoking habits, suggest ways to stop smoking, and can prescribe medications to help smokers quit.

Women’s Health Resource Center (WHRC)  
Phone: 603-650-2600  
Web: www.dhmc.org/dept/whrc  
Located “on the mall” in downtown Lebanon. The WHRC provides a free lending library of books, videos, and audiotapes on many women’s health issues, including cancer. The center also offers:

- Classes and lectures  
- Instruction on breast self-exam  
- Support groups

The WHRC has a store with hard-to-find health care items. Arrange for private fittings of breast prostheses, mastectomy bras, bathing suits, wigs, and more. Call for more information, make an appointment, or to be placed on the mailing list for the WHRC newsletter.

Other Patient and Family Support Services

- Care Management coordinates care for patients in the hospital, clinic, and community. 603-650-5789
- Chaplaincy provides personal support, crisis intervention, spiritual care and guidance, short-term counseling, and as a liaison with local religious communities. 603-650-7939
- Shared Decision Making provides one-on-one counseling, a decision-aid library, and other services to assist patients in making difficult healthcare decisions. 603-650-5578
Special Services for all cancer patients and their loved ones

- Complementary and expressive therapies
- Education, Problem-Solving and Support Groups: In person and telephone groups
- Patient and Family Resource Library
- American Cancer Society co-sponsored programs

Cancer patients and their loved ones are invited to try:
- Support groups (disease specific and for caregivers)
- Chair Massage and Reiki sessions
- Healing Harp music
- Lending library with helpful books, DVDs and videos
- Expressive artists offering Art and Writing projects
- Writing for Healing - six week expressive writing groups
- Comfort Cart on wheels
- "I Can Cope" American Cancer Society co-sponsored educational classes
- Newly knit caps and shawls
- Weekend help at home from the Dartmouth College Cancer Society
- American Cancer Society Wig Bank and Look Good, Feel Better programs

Services are only available on certain days or times throughout the month.
- Visit us online at: www.cancer.dartmouth.edu/support
- Call our office at: (603) 650-7751
- Email us at: cancersupport@hitchcock.org

Patient & Family Support Services programs are funded by grateful patients, corporate and institutional donors. To add your support, please contact Deborah Steele at (603) 650-7751
Palliative Care and Survivorship

Phone: 603-650-5402
Fax: 603-650-8699
Web: cancer.dartmouth.edu/pf/cancer_care/palliative_care

The Palliative Care and Survivorship Program works with you and your family to help increase your comfort and enhance quality of life throughout the course of your treatment and beyond. We work with your health care team to manage pain and other distressing symptoms, and to improve your physical well-being during and after treatment. We also help address the emotional, social, and spiritual problems that people living with cancer can face. We offer support according to your family’s values.

Our team is made up of doctors and nurse practitioners who specialize in palliative medicine, along with a social worker, a pastoral care provider, complementary therapists, and specially trained community volunteers.

We are available 24 hours a day, seven days a week for hospitalized and home-based patients. Outpatient appointments are available throughout the week at the Cancer Center.

Hospice referrals and bereavement support is also available, should it be needed.
Advance care planning is the process of planning ahead for medical care in the event you are unable to communicate your wishes to your family and healthcare providers. It involves at least two parts:

1. Having conversations about your values and wishes for care with family and healthcare providers, and
2. Recording these wishes in documents called Advance Directives.

Advance Directives are best done in advance, not when you are in a medical crisis. Completing Advance Directives involves taking time to think about what type of care you want or do not want and having a conversation about your wishes with your family, physician, and loved ones.

Advance Directives
An Advance Directive is a document outlining your wishes for healthcare, so they will be known in the event you are not able to communicate those choices. You do not need an attorney to complete an Advance Directive. There are two parts to an Advance Directive:
• Durable Power of Attorney for Health Care
• Living Will

Living Will
A Living Will documents your written wishes about life-sustaining treatments if you are permanently unconscious or terminally ill and unable to speak for yourself.

If you have an Advance Directive created in another state, your healthcare provider will honor it to the extent permitted by NH state law.

Where can I get Advance Directive forms?
Forms and more information about Advance Directives are available from the Palliative Care Program (603-650-5402), the Office of Care Management (603-650-5789) or the Center for Shared Decision Making (603-650-5578). You also can download the forms at patients.dartmouth-hitchcock.org/palliative_care/advance_directives.
Resources

Use this section to learn about the resources available to you at Dartmouth-Hitchcock and Norris Cotton Cancer Center, as well as in your local community. You will find information on transportation, places to shop or eat, and financial services. You will also learn where to access cancer resources in your area, or through organizations such as the American Cancer Society.
Cancer Resources

American Cancer Society (ACS)
ACS has information on treatment options for all cancers, prescription discount programs, drivers to help with travel to appointments, and other services and information. Your call will be directed to the ACS office nearest your home. You can call 24 hours a day, every day, including holidays. Phone: 1-800-ACS-2345 (1-800-227-2345)
Web Address: www.cancer.org

CancerCare
A national organization that provides free, professional support services for anyone affected by cancer.
Monday: 9:00am – 7:00pm EST; Tuesday through Friday: 9:00am – 5:00pm EST
Phone: 1-800-813-HOPE (1-800-813-4673)
Web address: www.cancercare.org

Cancer Hope Network
Free, confidential, one-on-one support.
Phone: 1-877-467-3638
Web address: www.cancerhopenetwork.org

Cancer Information Service
Part of the National Cancer Institute. Anyone can call to seek cancer-related information. This service is available from 8:00am-8:00pm Monday through Friday. The information operators speak both English and Spanish. The office also has an instant message computer link as another way to ask questions.
Visit the website at: www.cancer.gov and click on the Live Help button to begin. This service is available 8:00am-11:00pm EST.
Phone: 1-800-4CANCER (1-800-422-6237) Web address: www.cancer.gov

Centers for Disease Control & Prevention
An agency of the U.S. Department of Health and Human Services. Resources about diseases, condition, and other special topics are under “Health Topics A-Z.”
Web address: www.cdc.gov

Healthfinder
Developed by the Office of Disease Prevention and Health Promotion, the U.S. Department of Health and Human Services. Links to online journals, medical dictionaries, minority health, prevention and self-care. Web address: www.healthfinder.gov
LIVESTRONG Foundation
Information on counseling and insurance issues, as well as peer support, second opinions, fertile hopes, and clinical trial matching. Monday through Friday 8:00am – 4:00pm EST.
Phone: 1-855-220-7777   Web Address: www.livestrong.org

MEDLINEplus
Developed by the National Library of Medicine, the world’s largest biomedical library. Information on health topics and specific diseases and conditions. Web address: www.medlineplus.gov

National Cancer Institute
Cancer descriptions by type and stage, treatment overviews, and national clinical trial listings for all cancers. Web address: www.cancer.gov

National Family Caregivers Association
Addresses the practical and emotional needs of family caregivers and provides educational information. Monday through Friday: 9:00am – 5:00pm EST
Phone: 1-800-896-3650
Web address: www.thefamilycaregiver.org

National Library of Medicine
The world’s largest medical library. It provides information and research services in all areas of medicine and health care. See also MEDLINEplus.
Web address: www.nlm.nih.gov
Web address: www.medlineplus.gov

Norris Cotton Cancer Center at Dartmouth-Hitchcock Medical Center
Cancer Help Line: 1-800-639-6918
Email: cancerhelp@dartmouth.edu
Web address: www.cancer.dartmouth.edu

Oncology Network
Medical information channels for consumers.
Web address: www.oncologychannel.com

People Living with Cancer
A service of the American Society of Clinical Oncology. It offers online support groups for all cancers.
Web address: www.plwc.org

Radiology Info
Information regarding radiation therapy and investigations.
Web address: www.radiologyinfo.org
Financial Services

The Patient Financial Services office can answer questions about billing, insurance, financial assistance, and charges for healthcare services. On-site customer service representatives are located on the Main Mall at DHMC and available Monday-Friday between 8am-4:30pm.

**Account & Billing Questions:**
Phone: (800) 368-4783 or (603) 653-1047
Telephone Inquiry hours
   - Monday-Thursday: 8am-8pm
   - Friday: 8am-5pm
   - Saturday: 9am-12pm
Email: Patient.Accounts@hitchcock.org

**Financial Counseling & Assistance:**
Phone: (603) 650-7246

More information about financial services is available on the DHMC website (http://www.dhmc.org). Enter “Patient Accounts Customer Service” in the Search box at the top of the page and follow the links. The Patient Financial Services website includes:

- FAQs (frequently asked questions) section
- List of average charges for services, such as a physical exam, diagnostic tests, surgery
- List of insurer and contact information
- Information on referrals and pre-authorization
- Online Out-of-Pocket estimator for common services
- Online calculator to determine eligibility for financial assistance

Mary Hitchcock Memorial Hospital and Dartmouth-Hitchcock Clinic are charitable health care organizations offering services throughout New Hampshire and Vermont. They treat patients for medically necessary care, regardless of their financial status. Financial assistance for these services—in the form of free or discounted care—is offered to patients who may be unable to pay their bill. Call the Financial Assistance Office, or visit the website, for more information.
Lodging

Patients and visitors of Norris Cotton Cancer Center come from across the United States, Canada, and abroad. The following options may help with overnight accommodations for those traveling long distances.

Rest Easy Lodging

The Rest Easy Program provides basic information on local lodging facilities (within a 12-mile radius of DHMC) that have expressed a willingness to offer specially discounted rates, when available, to assist in meeting the needs of patients, their families, and friends who wish to stay overnight close to the medical center.

Guests are encouraged to make reservations directly with the lodging facilities. Please keep in mind that a Rest Easy Discounted Room Rate Voucher is necessary to receive the discounted room rates.

For more information about obtaining a room voucher for Rest Easy Lodging, go online to www.dhmc.org (search for “Rest Easy Lodging”). Information about other lodging facilities is also available at the DHMC website (search for “local lodging”).

If you need assistance, or if you have questions, please call the Cancer Help Line at 1-800-639-6918.

Upper Valley Hostel
17 South Street
Hanover, NH 03755
603-643-3277
www.uppervalleyhostel.org

The Upper Valley Hostel provides home-like overnight accommodations for adults receiving outpatient treatment at DHMC. They also serve family members of hospitalized patients.

The house has sixteen single beds in eight bedrooms, on three floors. Each floor has its own bathroom. There is a common kitchen, sun-room/eating area, and living room. A washer and dryer are also available. The first floor bedrooms and bathroom are handicap accessible.
Transportation to and from Norris Cotton Cancer Center is available via bus or taxi service. Advance Transit Bus Service stops at or near many of the lodging facilities and is wheelchair accessible.

<table>
<thead>
<tr>
<th>Transportation Service</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>Advance Transit</td>
<td>802-295-1824</td>
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<tr>
<td>Big Yellow Taxi (Hanover)</td>
<td>603-643-8294</td>
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<tr>
<td>Big Yellow Taxi (White River Junction)</td>
<td>802-281-8294</td>
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<tr>
<td>Dartmouth Mini-Coach</td>
<td>603-448-2800 or 800-637-0123</td>
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<tr>
<td>Hanover Limousine</td>
<td>603-298-8880</td>
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<tr>
<td>P&amp;P’s Twin State Cab</td>
<td>603-295-7878</td>
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<tr>
<td>North Country Auto</td>
<td>603-448-0538</td>
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If you need assistance, or if you have questions, please call the Cancer Help Line at 1-800-639-6918.

The American Cancer Society also provides help with travel to medical appointments. Contact them at 1-800-ACS-2345 (1-800-227-2345).
Where Can I Get Something to Eat?

**DHMC Cafeteria**
- **Mon – Fri:** 6:30am – 7:30pm
- **Weekends & Holidays:** 6:30am – 6:30pm
The cafeteria is located on Level 2 (main entrance is Level 3) of DHMC. It has a salad bar and serves a variety of healthy, hot meals, soups, sandwiches, and beverages for breakfast, lunch and dinner. The daily menu is posted at the cafeteria entrance. During the summer, a sunny outdoor patio is open.
The cafeteria accepts major credit cards, ATM cards with credit card logo, DHMC debit cards, and cash. Checks are not accepted.

**East Mall Café**
- **Mon – Fri:** 6:45am – 2:00pm
The Café is located near the entrance to the Cancer Center on Level 3, with indoor and outdoor seating. It serves breakfast cereals, sandwiches, beverages, and other foods. The cafeteria accepts major credit cards, ATM cards with credit card logo, DHMC debit cards, and cash. Checks are not accepted.

**Center Court:**
Center Court is located in the middle of Level 3 (main entrance level). In addition to a selection of restaurants, Center Court has a gift shop and a general store.

**Cravin’s Country Market & Deli** is a convenience store with coffee, snacks, newspapers, drinks, salads and deli items. Open 24 hours a day, 7 days a week. Phone: (603) 650-2015

**Au Bon Pain** features sandwiches, coffee, soup, and bakery items. A full menu is available weekdays, 24 hours a day. Baked goods are half price from midnight to 4am.
- **Mon – Fri:** 6am-9:30pm
- **Sat and Sun:** 7am-9pm
Phone: (603) 650-9228

**Sbarro** offers an array of pizzas, pasta, salads, main entrees and desserts.
- **Mon – Fri:** 11am – 8pm
- **Sat and Sun:** 11am – 3pm
Phone: (603) 643-9903
GENERAL INFORMATION

Use this section to keep track of information that’s important to you. Helpful brochures and printed materials about cancer and your specific type of cancer can be added here.
Wig and Personal Care Resources

*WIG BANKS IN NH & VT SPONSORED BY THE AMERICAN CANCER SOCIETY*
Professional cosmetologists operate wig banks, in which new wigs are donated to the American Cancer Society and made available to patients at no cost. Call the nearest location to make arrangements. Appointments are necessary at most locations. For more information call 1-800-227-2345.

**ACS Wig Bank at Norris Cotton Cancer Center** – Lebanon, NH.
All wigs are new and at no cost. Conveniently located in the Support Services room on the 3rd floor of the Cancer Center. Please call 603-650-7751 to confirm your appointment.
Join us on the 2nd Wednesday of the month from 1pm – 3pm and also on the 4th Thursday of the month from 10am – 12pm.

*CLASSES*
“Look Good, Feel Better” Co-sponsored by the American Cancer Society. Learn about skincare, makeup application, head coverings and scarf tying. Free $200.00 makeup kit.
- **First Thursday 9 am to 11 am** of the following months: January, March, May, July, September & November, at the Norris Cotton Cancer Center, Support Services Room.
- **First Tuesday 10 am to 12 noon** of the following months: February, April, June, August, October, and December, at the DHMC Women’s Health Resource Center, on the mall in downtown Lebanon. Please pre-register by calling the Patient and Family Support Services office 603-650-7751.

**NH SHOPS AND BOUTIQUES**

Person’ Elle Confidence - Post mastectomy and Hair products
Shop with thoughtful personalized service that offers wigs, swimwear, breast forms, and special lingerie. Owner Andrée Godmaire will help you with your personal selections in a private setting. She is located in the Chiron Springs Building, 115 Etna Road, Building 1, Suite #1, Lebanon, NH 03766. Andrée will also travel to DHMC if you call her for an appointment at 603-448-4251 or you can email her at agodmaire@valley.net

AWC - A Wig Center - Post mastectomy and Hair products
A well-supplied center for hair options and mastectomy products. They offer wigs for women, men and children. This is full service with fittings. For more information, call 1-800-367-2944. Stella Hogan, Owner at 83 So. Main St. Concord, NH 03301

AJ’ s WIGS
Full hair salon and wig shop with private booths for customers meeting with staff. They have experience with cancer patient needs. Call Bob or Kerry at 603-666-4555. They are located at Community Plaza, 1100 Hooksett Rd, Suite 106, Hooksett, NH 03106

Plymouth Wig Salon
Full line of wigs with professional stylists on staff, located at Plymouth Professional Hairstylists, 16 Highland Street, Plymouth, NH, 03264. Contact Krista Brunt, Owner at 603-536-2533.
Lady Grace Intimate Apparel
Full line of post-surgery mastectomy products and lingerie. They have fitters on staff most days. No wigs. They are located at The Mall at Rockingham Park, 99 Rockingham Park Boulevard, Salem, NH 03079. **603-898-0522** other shops located in Massachusetts and Maine. Online catalog and website: [www.ladygrace.com](http://www.ladygrace.com).

Fuller Hair, Inc.
Full line of wigs and hair supplies. Contact Debbie Fuller, owner by calling **603-835-6753** or **1-800-486-1653**. They are located at 276 River Street, Langdon, New Hampshire 03602. Their website can be found at [www.fuller-hair.com](http://www.fuller-hair.com) or [www.dfuller@webryders.com](mailto:www.dfuller@webryders.com)

* VT & MA/ SHOPS AND BOUTIQUES-

La Mirage Salon - A selection of wigs available, also wig styling. Call Corinne Jennings at **802-295-7346**. Located at 225 Maple St. in WRJ, VT

Appearances
Full salon and wig boutique-also custom ordering and hair/wig styling. Free Consultations. Cosmetics and skin care. Peg Allen, Owner. For more information, call them at **800-698-6634** or **802-655-2000**. They are located at 71 Main Street Winooski, VT 05404

[www.wiggoddess.com](http://www.wiggoddess.com) Wig Store
Wigs, falls and hair pieces. Wig styling and makeup; free consultations for all cancer patients. Clare McAfee, Owner. Call toll free **877-767-9049** or located them at 35 Butterfield Rd, North Montpelier, VT 05666

The Country Beauty Salon
Wigs and full service hair salon convenient to Orleans/North Essex VT patients. Call Paulette Rogers, owner. **802-525-3050**. 518 Perron Hill in Glover, VT 05839

Audrey’s Wigs
Wigs for Women and Men (full service). Audrey Reum, Owner. For more information, call **413-774-5192** or find them at 462 Bernardston Rd. Greenfield, MA 0130

Amanda Thomas Boutique
Dedicated to helping women. Nashua, NH. Wigs, hair pieces, breast prostheses, lumpectomy needs, mastectomy garments, hats & headwear, bra fitting for everyone, licensed hair salon, wicking sleepwear and compression sleeves. Jackie Staiti, Owner Certified Wig, Mastectomy and bra fitter **603-595-9447** or [Jackie@amandathomasboutique.com](mailto:Jackie@amandathomasboutique.com)

*CATALOGS ONLINE*

The Wig Company
Low-cost wigs in many styles and colors. Shop via catalog (1-800-444-1788) or online at [www.twcs.com](http://www.twcs.com)

American Cancer Society
Our “tlc” catalog offers wig/hat/personal products and information for cancer patients undergoing treatment. To receive a copy call 800-850-9445 or visit [www.tlccatalog.org](http://www.tlccatalog.org)

**Please note: Dartmouth-Hitchcock Medical Center and the Norris Cotton Cancer Center do not specifically endorse these vendors. We have compiled this list for our patients to make your personal shopping more convenient.**
Resources

National Cancer Institute (NCI) Publications:

1-800-4-CANCER  
(1-800-422-6237)  
www.cancer.gov/contact  
cancergovstaff@mail.nih.gov

Eating Hints: Before, During, and After Cancer Treatment  

Read as Web-page  
Print from PDF  
Download to Kindle  
Download to other E-reader

Taking Time: Support for People With Cancer  

Read as Web-page  
Print from PDF  
Download to Kindle  
Download to other E-reader

Chemotherapy and You: Support for People With Cancer  

Read as Web-page  
Print from PDF  
Download to Kindle  
Download to other E-reader

Dartmouth-Hitchcock Medical Center – Patient & Family Support Service  
http://cancer.dartmouth.edu/pf/cancer_care/support_services.html

http://cancer.dartmouth.edu/support_services/documents/pfss_calendar_full.pdf
VISION STATEMENT

Norris Cotton Cancer Center will discover worlds of cancer medicine, lead efforts to prevent and cure cancer in Northern New England, and contribute to solving the problems of cancer world-wide, while providing the highest level of innovative, compassionate care for cancer patients.

Norris Cotton Cancer Center is one of 41 cancer centers in the U.S. designated as a “Comprehensive Cancer Center” by the National Cancer Institute (NCI). Learn more about Norris Cotton Cancer Center research, treatment, and clinical trials online at www.cancer.dartmouth.edu.

Norris Cotton Cancer Center – Lebanon
Dartmouth-Hitchcock Medical Center
One Medical Center Drive
Lebanon, NH 03756
Phone: (603) 650-4344

Norris Cotton Cancer Center – Keene
Cheshire Medical Center
Kingsbury Pavilion
580-590 Court Street
Keene, NH 03431
Phone: (603) 354-5400

Norris Cotton Cancer Center – Manchester
Catholic Medical Center
Notre Dame Pavilion, 4th Floor
87 McGregor Street
Manchester, NH 03102
Phone: (603) 629-1828

Norris Cotton Cancer Center – Nashua
2300 Southwood Drive
Nashua, NH 03063
Phone: (603) 577-4170

Norris Cotton Cancer Center – Saint Johnsbury
1080 Hospital Drive
St. Johnsbury, VT 05819
Phone: (802) 473-4100

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