

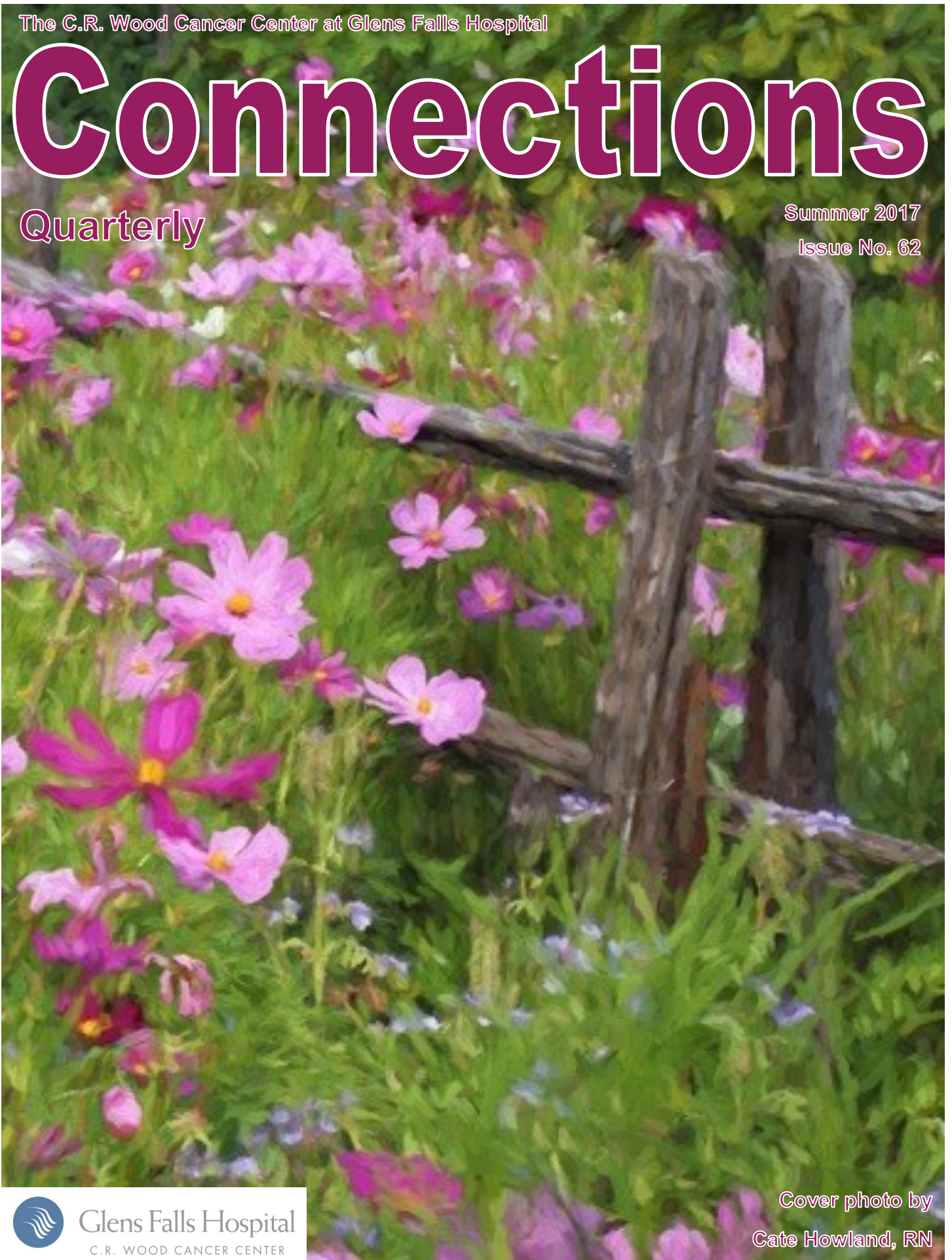
The C.R. Wood Cancer Center at Glens Falls Hospital

Connections

Quarterly

Summer 2017

Issue No. 62



Glens Falls Hospital
C.R. WOOD CANCER CENTER

Cover photo by
Cate Howland, RN

Survivor Stories

I Am Strong, I Am a SURVIVOR!

By Chris Jay

What does it mean to be a survivor? A survivor is a person who continues to function or prosper in spite of opposition, hardship or setbacks. This is what I am, a cancer survivor!

My cancer journey started out on a normal day, just like any other day. In February, 2015, I was going to school to teach a deaf blind student. Part way through the day I started feeling sick. I came home to ride it out but several hours later I awoke in grave pain. Looking back now, I realized I was in and out of consciousness.

I came to long enough to get my husband to call the ambulance. I was rushed to the hospital and taken straight into emergency surgery. I had an ovarian cyst the size of a basketball that had burst and I was going septic. After surgery and lab tests I was told I had a rare kind of ovarian cancer called clear cell carcinoma.

Having just had major surgery and hearing I had cancer was not easy for me. There were so many emotions, fears and heartache. After reflecting for some time, I told myself that I would fight this and convinced myself to stay positive no matter what. I knew deep in my heart I would be fine. I thanked God every day for saving my life the first time. I was told I would have died in my bed if I didn't get to the hospital when I did. The next thing I needed to do was treatment. I needed six rounds of carboplatin and paclitaxil chemotherapy with a complete hysterectomy between them.

My first chemo treatment was a day I will always remember, my 53rd birthday! The nurses were wonderful, showering me with gifts and explaining everything to me. Rebecca sat with me for hours and even told me to go to sleep and stop fighting it. I needed to hear that! She told me exactly what to expect and she was spot on! It was fine the first



few days and then BAM, it hit me! The next 10 days were a blur, but then I started to turn the corner and felt better, just in time to do it all over again! As each treatment progressed, it got increasingly harder and I was hospitalized for a week at a time but I knew this was temporary! Each chemo I would mark off and say only 5 more, 4 more, 3 more, 2 more and 1 more!

I feel the hardest part of chemo is losing your hair. When my hair started falling out I was not happy. There are so many emotions that go along with this. I knew it was going to happen but knowing that it would ALL fall out was hard. My girlfriends got together to have a head shaving party for me. That made it so much easier. We laughed, drank wine and celebrated the new me! I wore a wig for 2 days and that was it. I embraced the baldness and came to like it. One of the students at school told me, "Mrs. Jay, you are nice with or without hair!" After hearing this I had a new outlook! It was still me, same personality and all. I knew I was a strong woman but I didn't really know how strong I was until I did chemotherapy.

I live in a wonderful community and people brought dinner to me every night along with many cards and gifts. I felt so appreciative and loved by so many. I also have a big support system with family and friends. They helped me in so many ways. I was in the hospital on the day my girlfriends were giving me a "Feel Pretty Party". I was so sad I couldn't go so a group of them brought the party to me. My college girlfriends travelled many miles to be with me for this. I got to Facetime with all the

other guests at the real party. I received a basket filled with Mary Kay skin care products. These things helped me cope and feel so loved.

As I look back on it now, I find that going through cancer is comparable to childbirth. You eventually forget all about the pain that you endured. But like

having babies you don't want to ever do it again! There are days I think about what I have been through and it gives me the strength to carry on. Cancer has changed my life; I now know I can handle whatever comes my way. My life has returned back to normal, being a mother, wife and educator. I am strong, I am a SURVIVOR!

A Positive Attitude and Outcome **By Sharon Fish**

I was asked if I was interested in sharing my experience and thoughts after learning I had lung cancer; it is with pleasure that I do so. The title of my story reflects what has helped me after learning that I had cancer and the journey that followed.

I was first diagnosed with lung cancer in September, 2016 after checking in with my general medical practitioner concerning a painful shoulder blade. After going through the routine health check-up, an x-ray was taken and there was the mass.

“Shocked”, “unbelievable” were mine and my husband’s first thoughts. How could I, in my mid-seventies, excellent health, non-smoker, outdoors person have this? Talking about it and absorbing this news took us several days. We hashed it out over and over, and then we made up our minds. It was time to move forward.

We then saw Dr. Darci Giaotti-Grubbs who would become our oncologist. At our meeting with her, she explained our particular situation and her first thoughts about how to treat it. My husband and I continued to ask the “how?” and “why?” and what the future outcome could be. Scans, biopsies,

treatment with an oral targeted therapy and surgery all were effective and



reduced the tumor greatly. I am presently receiving chemotherapy and radiation therapy and I'm pleased to say that the side effects of all my treatments have been minimal.

It has been nine months since we received this diagnosis. We have followed through on the plan and the schedules. How has it affected us? It has been a long, stressful and tiring period, but it needed our attention. We will be happy when we can have a break from this.

There are so many people we would like to thank. However, I want to make sure we thank Dr. Grubbs who has been our advisor, planner and cheerleader through all of this. We are pleased to know her as an individual and as a professional. Unfortunately for her, she will have to put up with my visits for many years. Thank you, Dr. Grubbs!

I still believe in the above title and I am looking forward to good health and playing with the dirt in my flower garden.

Many More Years Ahead of Me By Norm Duell



I was diagnosed with renal cancer in November, 2015. I had a tumor that was pushing on my stomach. I thought I had a GI problem so I had a GI series with Dr. Bauer, a colonoscopy and endoscopy. Those turned out to be fine. Next I had a CT scan and that's when they saw a tumor. I then saw Dr. Slatch and he said the tumor was the size of a football.

I had surgery to remove the left kidney and the tumor. That's when I found out for sure that it was cancer. I was already thinking that it probably was cancer because I had lost a lot of weight, so I was ready for the diagnosis. The day after surgery I had hospital food and it tasted good so I knew that I must have been pretty sick before then.

That was the only treatment I needed. No chemotherapy, no radiation. I saw Dr. Stoutenburg just after the new year and he wanted to offer a study that was through MD Anderson. I took pills every day for a year, blood work every six weeks and scans every 18 weeks. The study was looking at everolimus versus a placebo so I didn't know if I

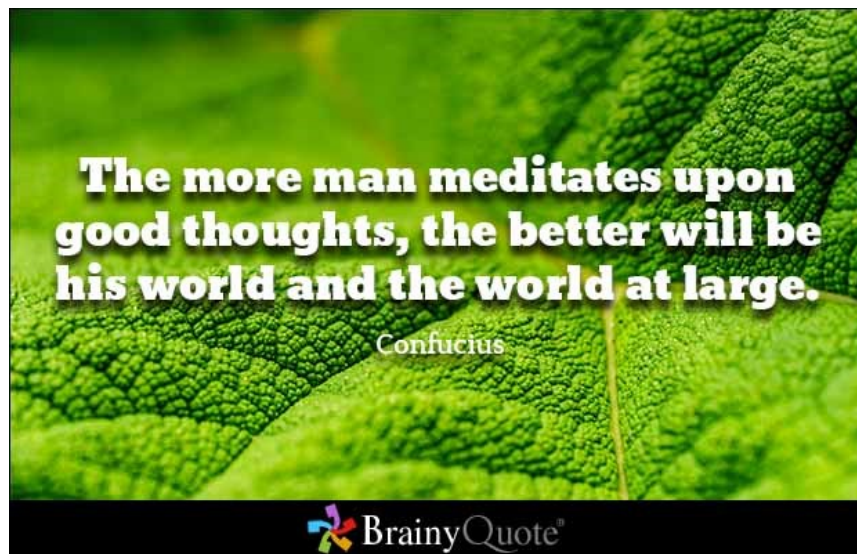
was getting the drug or a placebo. I think I probably got the placebo because I

didn't feel any differently. I didn't have any of the side effects associated with the drug. That ended in February, 2017 and all my scans are clear. I get them every six months now.

I felt tired but that was probably from the surgery. I also had knee surgery during this time so I think I was fatigued from both surgeries.

I feel that I can cope well with most things in general. I felt well and I did not attend any of the support groups or programs. My wife was a regional director at the American Cancer Society and she is my main support.

I don't think that this has changed my life. I do the same things that I did before. I just want to continue to enjoy my life and hope that I have many more years ahead of me.



More Compassion By Tom Seagrove

I was diagnosed with a diffuse large B-cell lymphoma in the fall of 2016. The symptoms started back in February, 2015 with a slight sciatic pain in my left leg when I stood up for any length of time. My symptoms got worse and worse as summer came and I was having lower back pain that prevented me from picking things up. When fall came, my whole back was in pain and I could barely move. I went to see my doctor and after a number of tests, I was diagnosed with polymyalgia. I took prednisone that day and about 2 hours later I was up and moving like normal. The difference was like night and day. This was around November, 2015. I had x-rays of my chest and pelvis at that time but nothing was notable. (My oncologist looked at them after I was diagnosed and he could not see anything out of the ordinary either.)

In January, 2016 I saw a rheumatologist and was trying to get off the prednisone. They were giving me methotrexate as an alternative and we were trying to get the right balance and reduce the prednisone while also keeping the back pain at a minimum.

Time passed and on July 4th, 2016 I woke up with terrible sciatica in my left leg. I never felt pain like that before and was barely able to make it to the bathroom and back to bed without screaming in agony. This kept me in bed for three straight days on my back. I was eventually able to get up and around but I had to stand up, let the pain come, sit down and let it get better, then stand up again and repeat. It took about an hour before it would settle and I could limp around. By the end of the day, the pain was too much and back in bed I would go. That was the only place I could get relief.

On the first of August I saw my rheumatologist. I told him about the pain that persisted in my lower back and he scheduled an MRI. He did scold me



and told me I should have called him about the sudden onset of severe sciatica. On August 16th, I went and had my initial MRI. Before I was out of the parking lot my rheumatologist called. He told me they had found the cause of my lower back pain. I had a cracked vertebrae caused by a tumor and the tumor was also displacing the nerves. Luckily, I was still in the parking lot so I just stayed there to gather myself. I called my manager to tell him what was going on and that I had a tumor. Also, I would be out until I figured things out. My primary care doctor called me next and she said she wanted to see me. I had to convince her that we could just talk on the phone, at least for now.

When I got home, I walked in, smiled at my wife and said we needed to talk upstairs. I told her about the cracked vertebrae caused by a tumor on my lower back and that it was displacing the nerves causing all the pain in my leg. We gathered all our children together for dinner and I explained to them what was going on. Dinner was very quiet that evening.

The next morning I went to see my primary care doctor and she scheduled me with Dr. Mason who was to be my new oncologist.

There were a lot of things going through my head. What could it be? Dr. Mason checked my prostate and reassured me that it was probably not that. He got me in for a CT scan of the chest, abdomen and pelvis. He found two tumors in my lung, my spleen was enlarged to four times its normal size and a few other areas of concern were noted.

I next saw Dr. Taylor in Radiation Oncology as there was concern that the pressure on my spinal nerve could cause permanent damage. He did an initial scan to prepare me for radiation treatment on the tumor located on my back. It was felt a biopsy could be done on my lungs so my back should be treated right away. I had the simulation that day and started radiation just a few days later that lasted for ten sessions. After the third treatment, the sciatica began to go away and was completely gone in just a few days. That was a GREAT relief! During these treatments, I also had a brain MRI that showed nothing abnormal.

Next, I had a PET scan to help confirm what was going on. I had a needle biopsy of one of the lung tumors. This came back inconclusive. We scheduled another biopsy; this time it was a core biopsy and that came back as normal tissue. That tissue was sent to Johns Hopkins and the results came back two weeks later. They thought that it was lymphoma but they weren't sure and they did not know what type of lymphoma it was.

Dr. Mason discussed the case at their tumor board and Dr. DeCunzo suggested a guided biopsy. When I met with Dr. DeCunzo, he said he had four ways to do a biopsy and that he would try all four approaches on both tumors. All the tissue biopsied was prepared and sent right to Johns Hopkins. They also placed a port in my neck in anticipation of the chemotherapy treatments. When the results came back two weeks later, they called it diffuse large B-cell lymphoma. It was frustrating going through 3 different biopsies. Yet another lesson in

patience and trusting that it is all in Gods hands.

I began chemotherapy in early December, 2016 about 3 ½ months after the initial MRI. I received six treatments of R-CHOP spaced three weeks apart ending in March, 2017. Just before my fourth treatment I had a CT scan that showed that my spleen had returned to normal size and the lung tumors were half their previous size. The anti-nausea medications really helped but I was so tired most of the time and felt out of it. I think I was totally zoned out mentally.

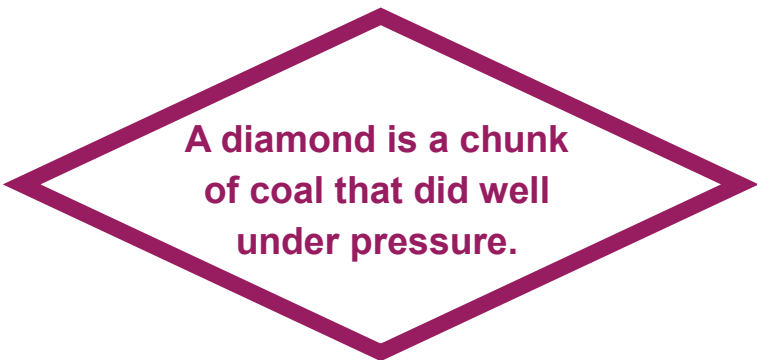
Three weeks after my final treatment the port became infected. I went to the emergency department that evening and was admitted. They started IV antibiotics right away. The next morning they removed the port. I received IV antibiotics during my one-week stay on Tower 2. While I was in the hospital, the bottoms of my feet and my knees became painful. I had developed neuropathy in my feet. Dr. Mason thinks it is a side effect of the chemotherapy and he hopes it will clear up over time.

About eight weeks after my final treatment I had a follow up PET scan and that came out with no evidence of disease. That was a tremendous relief to hear that the scan was clear. I am now scheduled for a six month follow up CT scan.

I have attended the Blood Cancer Support Group and the holiday party that was held last year. I ask, "Why me? Why did I get cancer?" I have met so many people who go through so much more than I had to endure. I have a friend who lost his wife after a three and a half year battle and just three weeks before my first treatment. She left her husband and four small children behind. So I still ask, "Why me?" But this time, why did I survive and others didn't? Why was my ordeal seemingly easy compared to others?

When I first learned that I might have cancer, the typical things that I thought were important be-

came insignificant. My relationship with God, my wife, my family... so many things cloud our lives... but at times like these, what is really important becomes very obvious. Through this journey I believe I have developed a lot more compassion for others who are going through cancer or other serious illnesses. It is those around us that make all the difference and trusting in God's provision.



Waiting to See What's Next
By Ruth Jones

I was diagnosed with bladder cancer in 2015. I had blood in my urine but there were no other problems or symptoms.

When I was told it was cancer, I was sad and confused, but determined. I had surgery to remove the tumor. Then I had radiation therapy and chemotherapy for 6 weeks.

Everyone was so kind at the C. R. Wood Cancer Center. It was a good experience and everyone treated me so well. Chemotherapy did not seem to affect me so much. After I had the surgery that removed the mass, the bleeding stopped. The radiation therapy made me feel ill with stomach upset and bad diarrhea. This didn't end until several weeks after the treatment stopped. I was exhausted; I just lay on the couch until it was time for bed. Then in the morning I got up and did it again.

I received support from Paul at the Cancer Center. I received financial assistance and transportation to and from my treatments. It was such a big help

to have those concerns taken off my plate. All I wanted to do was sleep so this helped make keeping my appointments possible.



I have a better sense of gratefulness and I look for the positive in the things I see and do. I don't get "buggy" over small things anymore. As long as I don't have blood in my urine, I feel it is a good day. Now when I see other people with a disability or other problem, I think about how lucky I am. I would not change my situation. Things could be so much worse.

I'm not sure what the future holds. If I have to lose my bladder I will still be grateful. There are so many worse things that could happen to me. It has been a little over a year since my treatment ended. Right now they have found a spot on my bladder so I am waiting to see what is next.

Support Services and Programs

For general questions about cancer or support services available, please call Oncology Resource Nurses: Vickie, at 926-6639, Paul, at 926-6629 or Lisa, at 926-6563.

Services for Individuals by Appointment

Care Management

For: Continuing care needs, transportation and financial concerns
Info: Karen Cook, LMSW, OSW-C ~ **926-6619**

Chemotherapy Education Class

For: Individuals & family starting chemotherapy
Meets: Tuesdays at 4:00 P.M. ~ Cancer Center Library or by appointment at your convenience
Info: Vickie Yattaw, RN, BSN, OCN® ~ **926-6639**
Lisa Haase, RN, BSN, OCN® ~ **926-6563**
Paul Miller, RN, OCN® ~ **926-6629**

Clinical Research

For: Anyone interested in learning about clinical trials
Info: Beth Brundage, RN, OCN® ~ **926-6644**

Genetics Counseling

For: Anyone concerned about their personal or family history of cancer
Info: Rebecca Kerr, MSc, CGC ~ **926-6574**

Nutrition Counseling

For: Anyone interested in dietary counseling
Info: Andrea Chowske, RD, CD-N ~ **926-2635**

Pastoral Care

For: Anyone interested in spiritual counseling
Info: Please call **926-3531**

Special Programs (Pre-Registration Required)

CG Men's Retreat

For: Men living with and beyond cancer
Meets: One weekend each year in the Fall
Info: Paul Miller, RN, OCN® ~ **926-6629**

Cindy's Retreat

For: Women living with and beyond cancer
Meets: One weekend each Spring and Fall at Silver Bay on Lake George
Info: Karen Cook, LMSW ~ **926-6619**
www.cindysretreat.org

Patient Insurance Assistance

For: Referrals, prior authorizations, billing, insurance questions
Info: Michele Walker ~ **926-6637**

Psychosocial Oncology

For: Counseling for patients and/or their families
Info: Gerry Florio, Ph.D. ~ **926-6529**
Call **926-6640** for an appointment
Karen Cook, LMSW, OSW-C ~ **926-6619**

Nurse Navigators

For: Individuals & family diagnosed with any cancer
Meets: By appointment or stop by
Info: Vickie Yattaw, RN, BSN, OCN® ~ **926-6639**
Lisa Haase, RN, BSN, OCN® ~ **926-6563**
Paul Miller, RN, OCN® ~ **926-6629**

Spa Services at Cindy's Healing Place (Massage Therapy)

For: Cancer patients during and after treatment
Meets: By appointment at Cindy's Healing Place
Info: Please call **926-6640**

Uniquely You® Boutique & Salon

For: Any cancer patient
Free wigs, hats & turbans, skin & hair care
Meets: By appointment on Tuesdays in the C. R. Wood Cancer Center
Info: Please call **926-6640**

Cindy's Comfort Camp

For: Children and teens ages 6-17 years who have experienced the death or serious illness of a parent or close relative
Meets: One weekend each Spring and Fall at the Double "H" Hole in the Woods Ranch in Lake Luzerne
Info: **926-6640** or **www.cindysretreat.org**

Tobacco Cessation

Whether you're thinking about quitting or ready to quit, call the NYS Smokers' Quit Line for help and support.
1-866-NY-QUITS (1-866-697-8487)

Support Groups

These groups are open-ended and you may come as you wish. You may want to call if you are new or you have not come for some time to make sure that the schedule or location has not changed.

Discussion Groups

ABC Support Group (After Breast Cancer)

For: Individuals with breast cancer
Meets: 4th Monday each month
6:00 P.M. ~ Cancer Center Waiting Room
Info: Lisa Haase, RN, OCN® ~ **926-6563**

Blood Cancer Support Group

For: Individuals & family diagnosed with lymphoma, leukemia or multiple myeloma
Meets: 2nd Wednesday each month
6:00 P.M. ~ Community Learning Center, Side A
Info: Paul Miller, RN, OCN® ~ **926-6629**

Prostate Cancer Awareness Group

For: Men with prostate cancer and their families
Meets: 3rd Thursday each month
7:00 P.M. ~ Cancer Center Library
Info: Paul Miller, RN, OCN® ~ **926-6629**

Rays of Hope

For: Women with ovarian cancer
Meets: 3rd Wednesday each month
4:00 P.M. ~ Cancer Center Library
Info: Mary Davis ~ **656-9321**
Carol Smith ~ **793-0565**

Round Table Support Group

For: Individuals with any cancer and their families
Meets: 1st Wednesday each month
4:00 P.M. ~ Cancer Center Library
Info: Paul Miller, RN, OCN® ~ **926-6629**

Activity Groups

Healthy Steps®

For: Gentle exercise for individuals with a cancer diagnosis
Meets: Tuesdays at 10:00 A.M. – Community Learning Center (Side B)
Info: Vickie Yattaw, RN, BSN, OCN® ~ **926-6639**

Tai Chi and Relaxation/Meditation

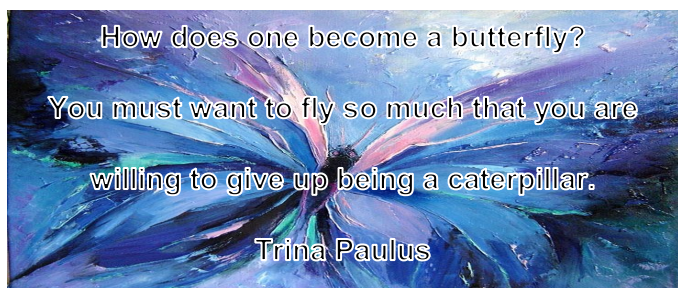
For: Anyone interested
Meets: Monday afternoon at 3:30 P.M. and 5:30 P.M.
Community Learning Center (Side B)
Info: Paul Miller, RN, OCN® ~ **926-6629**

Twisted Twirlers

For: Individuals diagnosed with any cancer and caregivers who would like to join this Hall of Fame twirling group. New twirlers always welcome!
Meets: 11:30 A.M. ~ 1st and 3rd Tuesday each month
Community Learning Center (Side B)
Info: Barbara Ringer ~ **792-7437**

Ways of Seeing - Art and Crafts Workshop

For: Individuals & family diagnosed with any cancer who want to enjoy the life affirming pleasures of creating art
Meets: 2nd and 4th Tuesday each month at 11:30 A.M. in the Cancer Center Library
Info: Paul Miller, RN, OCN® ~ **926-6629**



Quit for Life

Stop Smoking Program

(Pre-Registration Required)

A 4 week program for anyone who would like to quit smoking

July 18, 25 & August 1, 8, 2017

Tuesday nights from 6:00 P.M.—7:00 P.M.

In the C.R. Wood Cancer Center Library

For information or to register, please call Paul at 926-6629

Public Reporting of Outcomes — 2016 Annual Report

Prevention and Screening Programs

Cancer Services Program

Breast Cancer Screening Total 196

Screening Mammography Results	2016	Normal	Follow-up needed
CBE performed	49	47	2
Mammogram	134	108	26
Diagnostic mammogram	13	12	1

Cervical Cancer Screening Total 55

Pap Smear results	
Normal / negative	50
Follow-up needed	5

Colorectal Screening Total 91

FIT / FOBT kit	79
Colonoscopies	12
Results	
Negative	1
Diverticula	0
Polyps	11
Cancer	0

Lung Cancer Screening 2016

High Risk Population Age 55—74

	2015	2016
Low Dose CT Scans	293	299
Abnormal findings	58	44
Cancers found	4	3

Free tobacco cessation programs are offered four times per year

# attending smoking cessation programs	24
% quit smoking by end of group	10%
% who reduced their nicotine consumption	50%

Skin Cancer Screening— April 2016

Skin cancer is the most common form of cancer accounting for about half of all cancers. In May, Glens Falls area dermatologists, along with Medical and Radiation Oncologists, PA's, General Practitioners and nurses volunteered their time to screen adults and children in the C.R. Wood Cancer Center.

	2015	2016
# People Screened	100	143
Presumed Basal or Squamous cell cancers	11	14
Presumed Melanoma	1	1

Randy's Patient Assistance Fund

Randy's Patient Assistance Program is completely supported by community donations and 100% of the donations are utilized to help cover medication and physician copayments, gas cards, and other cancer related expenses as needed.

In 2016 the C.R. Wood Cancer Center received over \$55,758 in community donations.

Thank you to the many organizations and groups who have supported this fund in 2016:

Sundancers, Purple Ribbon Cancer Ride, Pennies in Pink—Jackson Heights Elementary, Jerry Brown's Auto Parts Center, Hadley Luzerne Central School, McKesson, Hoss, Country Corner Store, Queensbury School, GF Key Club and the many other individuals who have sent donations in honor and memory of a loved one.

2016	\$ spent
Copayments	\$31,182
Gas Cards	\$23,750
Other Medical Expenses	\$826

Outcomes: Support Programs

Uniquely You Boutique & Salon

In 2016, the services of the Uniquely You Boutique provided hair care, wig fittings and skin care free of charge thanks to 100% community donations. Special thanks to the Zonta Club of Glens Falls for their ongoing support of this program.

# of people who utilized boutique services	279
# wigs provided	119
Boutique Expenses for 2016	\$8,105

Cindy's Healing Place & Spa

In 2016, Cindy's Healing Place & Spa offered massage therapy to patients by appointment, while as inpatient and while receiving chemotherapy. This service is completely supported by the Cindy's Retreat Fund.

Spa Services	# provided
Massages	850
Spa Expenses 2016	\$15,617

Support & Activity Groups & Special Events

Throughout the year Oncology Education and Support Services offers many programs for patients and their families for a holistic approach to cancer care and survivorship.

In 2016, we offered 6 monthly discussion groups, 3 weekly or bi-weekly activity groups, 4 special events, 4 retreats / camps for patients and families.

Support Groups	# attended
Discussion Groups	271
Activity Groups	1274
Weekly Chemo Education Class	194

Special Events	# attended
Spring Survivor Breakfast	150
October Luncheon	200
Picnic & Holiday Party	85
Cindy's Retreats: Women's, Men's and Kid's Camp	42

Outcomes: Financial Support

Carol Cares Program

Lois and Eric Melito of Hudson Falls designed a "Tree of Life" shirt, hat and mug inspired by their mother, Carol. Proceeds from shirt sales in the community directly benefit the C.R. Wood Cancer Center. This program is called the **Carol Cares Program**. The proceeds from the sale of each item are used completely for nutritional support for people undergoing treatment at the C.R. Wood Cancer Center. This support comes in many forms, such as meal vouchers, Hannaford gift cards, nutritional supplements and courtesy carts for family members at the end of life.

	2016 \$ spent
Meal Vouchers and gift cards	\$ 5,180.00
Courtesy Carts	\$2,242.00
Nutritional supplements	\$1,394.00

Since 2014 the Melito family has donated \$10,000 to the Carol Cares Program



Cancer Survivors' Summer Picnic

Wednesday, August 2, 2017 - 5:00 to 7:30 PM
Crandall Park Pavilion, Glens Falls

Cancer survivors and their guests are invited to attend.

No reservations are necessary. Come for an hour or stay for the evening.

Please bring a covered dish to share, a beverage for yourself

and (if you like) a lawn chair (the pavilion has picnic tables).

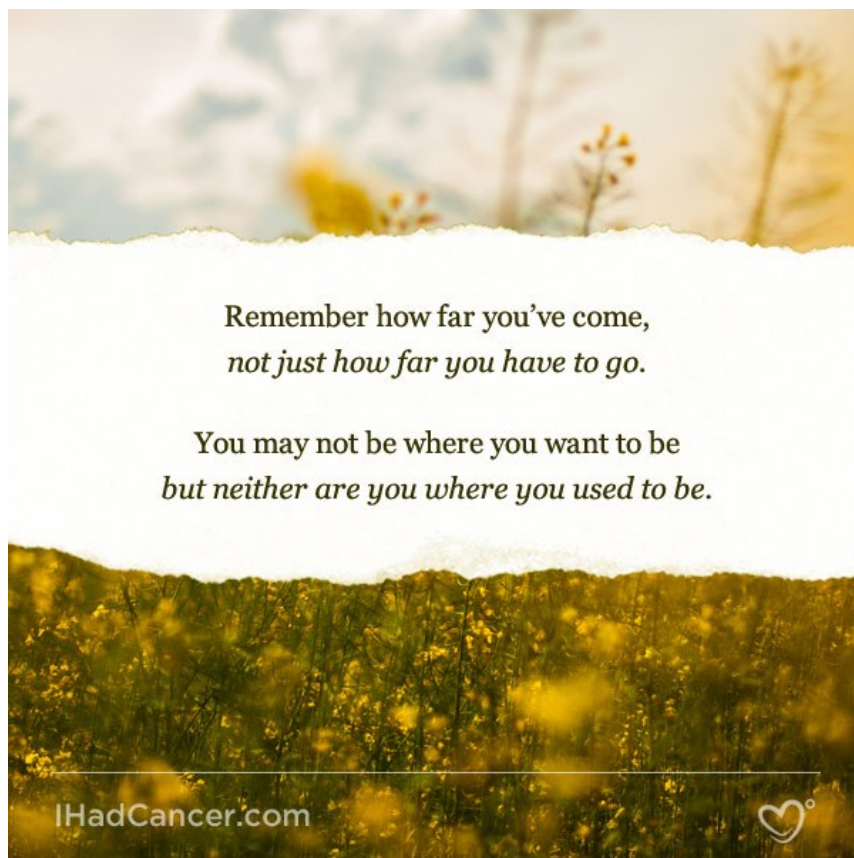
Barbeque food and bottled water will be provided.

Crandall Park is located next to the YMCA on Glen Street.

Enter Crandall Park next to the pond and follow the road around toward the back.

The pavilion is near the playground (you can't miss us).

For more information, please call: Paul at 926-6629, Lisa at 926-6563 or Vickie at 926-6639



Hospital Admission Update

Medical oncologists and hematologist will no longer be the admitting physician for inpatient hospital stays. Cancer Center patients will be admitted by their primary care physician or their designee who specializes in inpatient care and are on site 24 hours per day, 7 days per week. The medical oncologist and hematologist will be available for consultation.

Patients being admitted to the hospital specifically for their chemotherapy treatment will continue to have their care managed by their oncologist or hematologist.



Our Surveys and You

You may have received a survey from Press Ganey on behalf of the C.R. Wood Cancer Center, or you may receive one in the near future. We encourage you to complete it as it is how you can let us know how we are doing. Your feedback is important to us and can help us improve upon the services that are important to you.

The survey asks questions about your visit and how your experience was. You will be asked to fill in a few dots and if you wish, there is room to comment. For example, one section asks questions about our facility: Is it clean? Is it comfortable? You would simply fill in the circle that expresses your opinion ranging from very poor to very good.

It should take only a few minutes to complete and includes a reply envelope that is ready to go out in the mail. If you have shared your e-mail address with us you may receive the survey via e-mail and can then send it back to us via e-mail.

We strongly encourage you to reply with your honest opinion about the services that you have received here. If you are seeing us on a regular basis (daily or weekly, for example) you may receive a survey as often as every 3 months. You may also receive a separate survey after an inpatient stay or a visit to the emergency department. We appreciate your help with this important assessment of our services.

Clinical Research at the C.R. Wood Cancer Center at Glens Falls Hospital

If you have been diagnosed with cancer, you may want to talk to your physician about taking part in a clinical trial. Clinical trials may offer treatment options for patients with cancer that are not otherwise available.

• **If you have just found out that you have cancer**, the time to think about a clinical trial is before you make a treatment decision. Talk with your doctor about all your options, including a clinical trial.

Other clinical trials are looking for people who have already been treated for their cancer.

• **If you have already had one or more forms of cancer treatment** and are looking for a new treatment option, there may still be a clinical trial for you to think about.

Please call our research office at (518) 926-6644 or (518) 926-6701 for more information about clinical trials available at Glens Falls Hospital or visit our website at:

www.glensfallshospital.org/CRWood-Cancer-Center/clinical-research/clinical-research.cfm.

You may also want to visit the National Cancer Institute website for other clinical trials at www.cancer.gov/clinicaltrials.

Cancer Services Program (CSP)

Men and women who are uninsured, meet eligibility criteria and are in need of treatment for breast, cervical, colorectal or prostate cancer, may be eligible for full Medicaid coverage through the Medicaid Cancer Treatment Program. Coverage is arranged through the Cancer Services Program Case Manager and will last for the entire treatment period.

These eligibility guidelines are more generous than local counties' departments of social services. So if you've been denied in the past, please don't let that stop you from applying again through the Cancer Services Program.

Glens Falls Hospital provides a New York State Department of Health Cancer Services Program grant that funds breast, cervical and colorectal cancer screenings and follow-up testing at no cost for uninsured women and men. If you or someone you love is without health insurance, call today at: 1-800-882-0121 or (518) 926-6570.

Connections Editorial Board

Joan Carpenter, CSP

Andrea Chowske, RD, CD-N

Kelle Engel, RN, BSN, OCN®

Melissa Engwer, RN

Paul Miller, RN, OCN®

Nannette Oberhelman, CCRP

Beth Sponzo, RN, BS, OCN®

Suzannah Virgil, Secretary

Ruth Whitney, RN, OCN®

Donna Winchell, RN, BSN, OCN®

Vickie Yattaw, RN, BSN, OCN®

Connections is published quarterly by the Charles R. Wood Cancer Center at Glens Falls Hospital, 102 Park Street, Glens Falls, NY 12801. Phone: (518) 926-6640, Fax: (518) 926-6643

Connections is available online: www.glensfallshospital.org

The information in this newsletter is for educational purposes only and is not intended to be used as medical advice. Please consult your physician for questions regarding your treatment.

If you are unable to view us on the internet and would like to receive Connections at home, please call, write or e-mail the editor:

Paul Miller, RN, OCN® (518) 926-6629

C.R. Wood Cancer Center, Glens Falls Hospital, Glens Falls, NY 12801

E-mail: pmiller@glensfallshosp.org

Please let us know if you would like to be removed from our mailing list.

When You Need to Call Us

Medical Oncology

When you call during clinic hours (8:30 A.M. to 4:30 P.M. weekdays) you will reach the telephone triage nurse. Her phone number is 926-6620, the number you are given to call if you have any questions or problems.

When you call you will very likely need to leave a message as she is often busy with other patients who have also called. Please try to speak clearly (without rushing) giving the following information in the message to help her assist you efficiently:

- Your name, or the name of the person you are calling about (please spell the last name)
- Date of birth
- Your doctor's name (not the PA because they work with multiple doctors)
- Your phone number (or where she can best get back to you)
- The reason why you are calling

If you are calling for a medication refill, please also include:

- The name of the pharmacy you use
- The medication and the dose

You will need to allow 48 hours to have the medications refilled. Most prescriptions will be sent to your pharmacy by e-mail (e-scribed). If it is a medication that cannot be sent electronically, we will call you back with instructions.

If you are having a medical problem, we will try to call you back within 2 hours. Please be patient as sometimes many calls come in within a short period of time.

MyChart (the online site) allows 48 hours for a response. If you are having a medical problem that needs prompt attention, it is better to call us and leave a message. MyChart is designed to provide a brief summary of your most recent visit with your doctor. Unfortunately, it is not an efficient forum for a detailed discussion with your care team. It is better to call with questions or, if appropriate, wait to discuss them at your next visit.

Many doctors return their calls (especially test and lab results) at the end of their clinic or at lunch time, so it may be a few hours before they get back to you. When you call, you can let us know if it is okay for them to leave a message with the results on your answering machine.

If you call after hours and need a response, (evenings, nights, or weekends) please tell the answering service to page the on-call doctor. No one is available to check messages during off hours so it will not be received until the next business day.

Radiation Oncology

Patients receiving radiation therapy who have questions during clinic hours (8:00 A.M. – 4:00 P.M. weekdays) should call the Radiation Therapy Department at 926-6670 and ask to speak to a nurse. You will be directed to Kelle Engel RN, BSN, OCN or Kit Howard, RN, OCN. If they are not available to speak with you, please leave a brief message with a call back number. You should expect a call back within 20 to 30 minutes.

If it is an emergency, please call 911. If you have questions or concerns after the department closes or on the weekend, please call the same number, 926-6670. An answering service will take your information along with a phone number and a radiation oncologist will return your call. Please do not wait with a problem. The radiation oncologists are on call to address any of your concerns.



Patty Godnick